

Senior Services Department

City of Newton Performance Management Scorecard
December 2012

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

		Monthly				Yearly		
Metric	Yearly Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
1. Provide social work and advocacy services to seniors and their families to help them access resources								
Number of seniors receiving case management	Maintain or increase the number of seniors receiving case management/social work services	66	66	81		499	508	
% of requestors who receive assistance	Maintain the % of people receiving assistance.	100	100	100			100	
% of aid received within 30 days of request	Maintain the % of seniors receiving the service requested within 30 days of initial contact.	100	100	100			100	
2. Provide quality transportation services for seniors to important locations								
Number of unique riders	Maintain or increase the number of riders accessing transportation services	230	230	218		1348	1354	
Total rides provided	Maintain or increase the number of rides provided.	1616	1616	1386		9096	8799	
3. Provide programs and services at the Newton Senior Center that improve participants' quality of life, health, and happiness.								
Number of programs offered	Maintain or increase the number of programs offered	49	49	52		308	309	
Number unique program participants	Maintain or increase the number of program participants	380	380	461		2949	2449	
Total program participants	Maintain or increase program participation	1096	1096	1037		6550	7586	

Notes